

**Directorate of Municipal Administration,  
Government of Odisha**

**Queries related to Application  
workflow and Drawing  
Auto-Scrutiny**

**FAQs for Architects & Technical Persons**



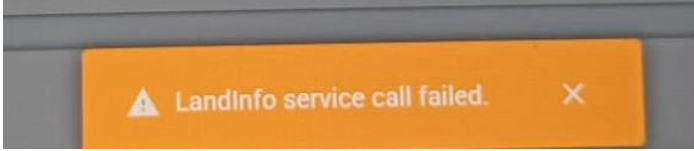
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# 1. Application workflow related errors

## 1.1 At Owner details page:

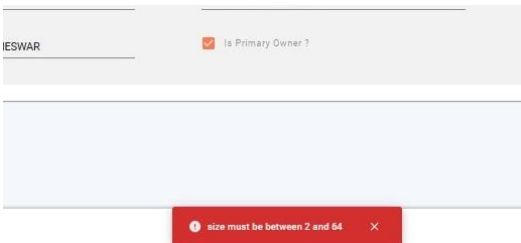
### a) Land Info service call failed



This error message arises during application creation due to few reasons-

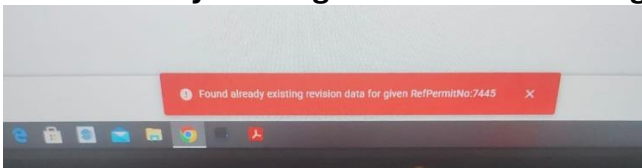
- If the Applicant phone number has been provided but not searched and the name has been manually filled in.
- If the Applicant phone number has been provided and searched but manual changes are made to the name that has been auto populated.
- Kindly create a new application, in the Applicant info section type the mobile number and search, the name will reflect automatically. Kindly do not edit that.

### b) Size must be between 2 to 64



- Applicants face this error when they provide 2 or more than 64 characters in the required field of information. Kindly provide information limited to 64 characters in each field.

### c) Found already existing revision data for the given Ref Permit No: 123



- In my applications, there might be an existing application with that permit number, kindly delete that and create a new application.

#### d) This mobile number is not registered

The screenshot shows the 'Primary Applicant Details' form. The 'Applicant Type' is set to 'Individual' and 'Type of Applicant-Subtype' is 'Single Owner'. In the 'Applicant Information' section, the 'Mobile No.' is '8270658136'. The 'Applicant Name' is 'Sartima Gupta'. The 'Correspondence Address' is 'Badapada, Rajborasambar, Padmapur, Rajbor'. The 'Email' field is empty. The 'Is Primary Owner?' checkbox is checked. An orange error message bar at the bottom states: 'This Mobile Number is not Registered!'. Navigation buttons 'PREVIOUS STEP' and 'NEXT STEP' are visible.

- This error shows when the citizen mobile number has not been registered in the Sujog portal. Citizens should register first and then the Architect can provide the citizen mobile number in the Applicant info section.

#### e) Failure

The screenshot shows the 'Primary Applicant Details' form. The 'Applicant Type' is 'Individual' and 'Type of Applicant-Subtype' is 'Single Owner'. In the 'Applicant Information' section, the 'Mobile No.' is '9392667356'. The 'Applicant Name' is 'K VAMSI KEERTI'. The 'Email' is 'sairamesh.k99@gmail.com'. The 'Correspondence Address' is 'NKT Road Opp Jeypore Kalyana Mandap Jeypore'. The 'Is Primary Owner?' checkbox is checked. An orange error message bar at the bottom states: 'failure'.

- Applicants face this error when In the Applicant info section, mobile number has not been searched. Write the mobile number and then click on the search option beside that. The Applicant name will reflect automatically. Kindly avoid writing the applicant's name manually.
- Or when the permit details and block details are filled in incorrectly, for example – if it is a stilt plus 5 floors structure, S+5 needs to be written in the No. of floors in the permit details section.

## 1.2 At Document section page:

- a) Please fill in all mandatory fields and upload the documents.

- This error occurs when the Applicant might not have filled all the mandatory fields, or some document might not be uploaded while application creation. Kindly verify all the mandatory fields have been filled, all required documents have been uploaded, and document type has been selected before submitting the application.

#### b) LAND\_REGULAR\_CHECKBOX

- The applicant faces this error when in the document section the document type has not been selected for a document that has been uploaded. Kindly select document type for all the uploaded documents before submitting.

### 1.3 Summary section page:

#### a) An unhandled exception occurred in the server

You may face this error due to one of the following:

- Check if any details of the citizen is changed after registering in SUJOG.
- Check if any 'units' are provided in the field inspection checklist (if the inspection is done by Architect/technical person). Make sure to adhere to the format while filling in the inspection checklist.
- The error may be due to some cache issue, so it is advised to create an application in incognito tab as it removes all cache data.



**b) Document Type BPD.LIFTCOUNTRELAXATIONCERT is Missing.**

OBPAS & Base Layer Report.pdf

Proposed Building Details

Block 1

| Floor Description | Level | Occupancy/Sub Occupancy | Buildup Area |
|-------------------|-------|-------------------------|--------------|
| Ground floor      | 0     | OCCUPANCY_H             | 131.05       |

Occupancy Type: Residential  
Sub Occupancy Type: Residential Plotted,Reside

Document Type BPD.LIFTCOUNTRELAXATIONCERT is Missing

- This could be if the Architect/Technical person has not uploaded the lift count relaxation document in the document section. This document is mandatory if the applicant has declared in the plan info that they want to avail lift count relaxation.

**c) Null is unknown.**

Application Summary

Application Fee Detail

|                        |     |
|------------------------|-----|
| Land Development Fee   | 0   |
| Building Operation Fee | 250 |
| Paid Amount            | 250 |

null is Unknown

- If you face this error, please go to the previous page and check all the drop downs against all documents uploaded, options from the drop-down need to be selected before going ahead.
- If you've provided document types and are still facing any issue, then kindly go back to the applicant info section and write the mobile number and then click on the search option beside that. The applicant's name with reflects automatically. Please avoid writing the applicant's name manually.

**d) Please upload the required data for NOCs.**

50MB max file size.

Select Document Type \*

ROR

If Attested) \*

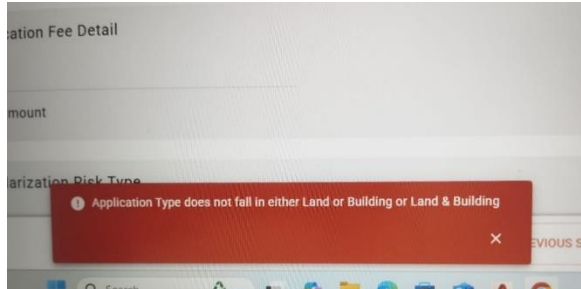
Select Document Type \*

Sale Deed / Gift Deed

Please upload required data for NOCs

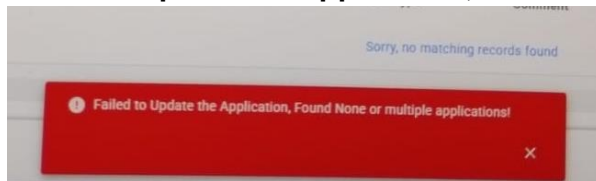
- If you encounter this issue, make sure to check the drop down against “NOC DETAILS” in the document section. If any online NOCs like FIRE NOC, AAI NOC or NMA NOC are applicable. If applicable, then make sure to fill in the details.

**e) Application Type does not fall in either Land or Building or Land & Building.**



- This issue may occur if the applicant does not meet the requirements for land regularization or building regularization.

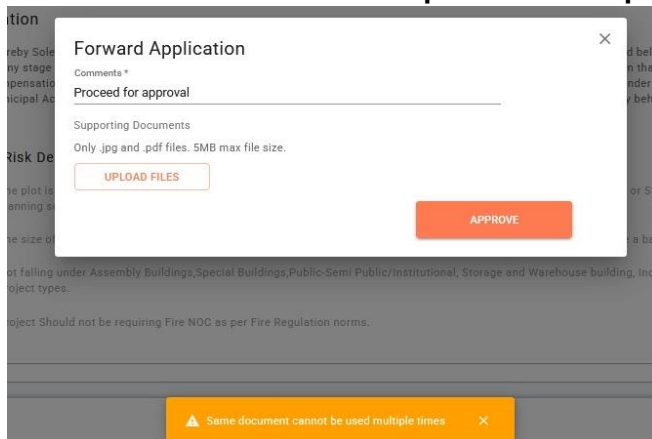
**f) Failed to update the application, found none or multiple applications.**



- This can happen if an application was created and then the page was reloaded, or if a new application is being created without refreshing the page, causing the system to retain previous data. To avoid this, always refresh the page before starting a new application.

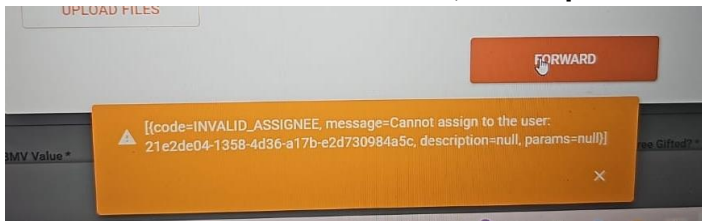
## 1.4 While forwarding to official:

**a) Same document cannot be uploaded multiple times**



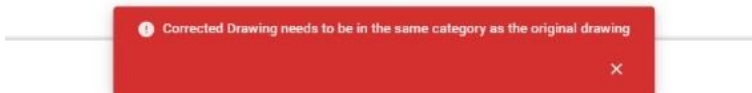
- You may face this issue if the same document has been uploaded with the same document ID in any other document section.

- b) `[[{"code":INVALID_ASSIGNEE, "message":Cannot assign to the user: 21e2de04-1358-4d36-a17b-e2d730984a5c, "description":null, "params":null}]]`



- Applicants may face this error when the official who has sent the application for compliance either retires from the post or is no longer working in the assigned role.
- Applicants may also face this issue while sending the application to citizens for approval, this is because the citizen may not be registered in sujog or after registration any changes have been made to the citizen's name or email address.

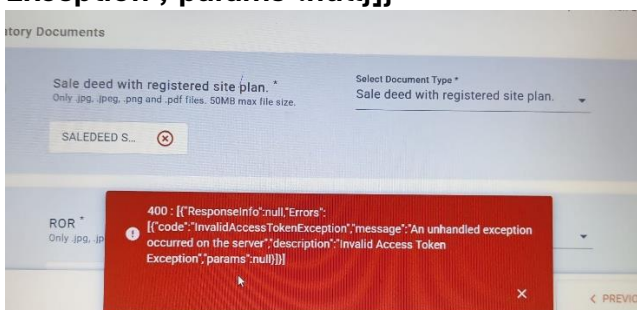
- c) **Corrected drawing needs to be in the same category as the original drawing.**



- This error message arises when the drawing category is not as per the previous drawing. (Example- if the initial drawing was of low-risk category and later during rework the applicant is changing the category of the drawing to other than low risk criteria, then that will not be allowed).

## 1.5 Generic errors:

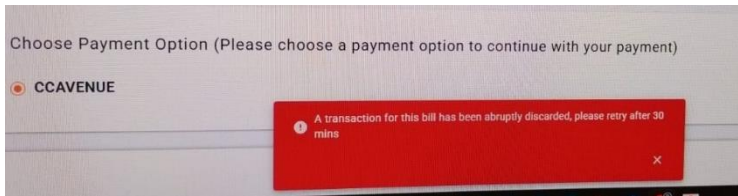
- a) **400: {"ResponseInfo":null,"Errors":{"Code":"InvalidAccessTokenException","message":"An unhandled exception occurred on the server","description":"Invalid Access Token Exception","params":null}}}**



- This error shows when the citizen/Architect has been logged out. Applicants can login again in the portal.



**b) A transaction for this bill has been abruptly discarded, please retry after 30 mins**

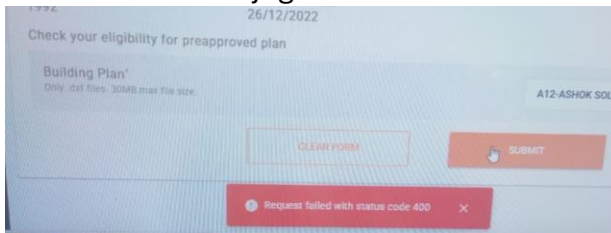


- Please confirm from the ICICI bank SPOC (Debjani) regarding the transaction status for the application. If the payment status is successful at cc avenue gateway, then the fee will be auto updated in SUJOG.

## 2. Scrutiny Related Errors

**a) Request failed with status code 400**

- Please contact Sujog administrator

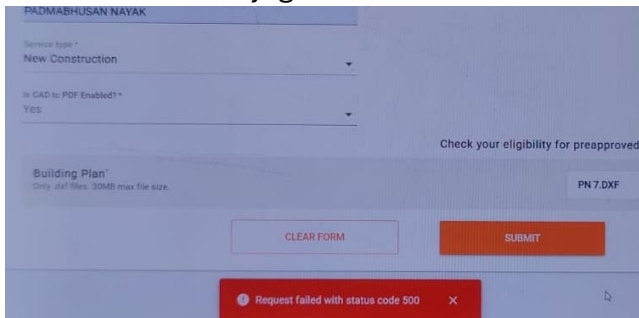


**b) Request failed with status code 404**

- EDCR server is down.
- Please try again after 15 minutes in incognito tab

**c) Request failed with status code 500**

- Please contact Sujog administrator



**d) Request failed with status code 502**

Building Plan\*  
Only .dxf files, 30MB max file size

Check your eligibility for preapproved plan

SUBMIT

CLEAR FORM

SUBMIT

Request failed with status code 502

- Please rename the file within 100 characters.
- EDCR server is down.
- Please try again after 15 minutes in incognito tab

**e) Only .zip file is allowed, and it must contain .dxf file**

Only .zip file is allowed and it must contain .dxf file

- Only .zip format files can be scrutinized, and it must contain only the drawing file in .dxf format.
- Following steps to be followed to create .zip files
  - Step 1. Create Drawing with OBPAS layers as mentioned in drawing manual and template.
  - Step 2. Save the drawing in .dxf format and close it.
  - Step 3. Compress the dxf file in zip format using options such as “Compress to - ZIP File” or using other software such as 7z/TAR File or “Send to- Compressed (Zipped) Folder” or any other option as per preference.
- Please note that other formats such as .rar, .7z, .tar are not acceptable and only .zip format is acceptable for scrutiny.

**f) Network Error**

Building Plan\*  
Only .dxf files, 30MB max file size

2015.01.27.0100 DRAWING.DXF

CLEAR FORM

SUBMIT

kindly refer to the following link to get GIS and Comprehensive Development Plan, Airports Authority of India (AAI), National Monuments Authority (NMA) and other related information  
<https://bhubaneswarone.in/home/>

Network Error

- EDCR server down.
- Please try again after 15 minutes in incognito tab

**g) The plan is failing while extracting data from plan in the feature org.egov.edcr.feature. FARExtract@146c2409**

|                    |  |                        |
|--------------------|--|------------------------|
| 12.Setback polygon |  |                        |
| Byelaw             | Description  | Status                 |
| NA                 | All setback polygons are drawn correctly (Each setback Polygon shall be touching the corners of Building Footprint and Plot Area)  | <a href="#">Verify</a> |
| Error Summary      |  |                        |
| S.No               | Error Description  |                        |
| 1                  | Please contact the administrator for the further information. The plan is failing while extracting data from plan in the feature org.egov.edcr.feature.FarExtract@146c2409 |                        |
| 2                  | Carpet area is mandatory for block 1 floor 3   |                        |

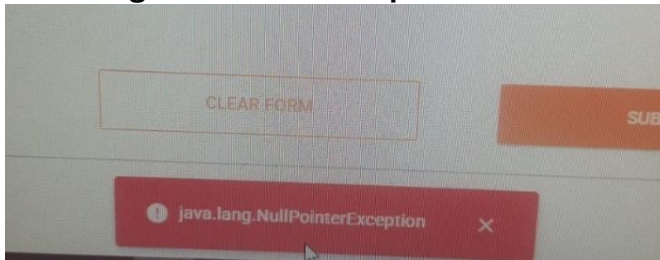
- Please check for the following layers-  
Plot boundary, Ground coverage, FAR, Built up area, Carpet area.
- Steps to resolve the error-  
Step 1. Ensure that the above layers are provided, and no layer is missing.  
Step 2. Ensure that the color code provided is correct as per the drawing manual.  
Step 3. Ensure that the polygons are closed, which can be seen in the properties tab. If not closed, then enter PEDIT command while selecting the polygons and click on CLOSE command.

#### h) CAD to PDF failed! Please contact administrator

|               |  |  |
|---------------|--|--|
| Error Summary |  |  |
| S.No          | Error Description                                |  |
| 1             | CAD to PDF failed! Please contact administrator. |  |

- Step 1. Delete all the images (if provided) from the dxf file.
- Step 2. Check for open polygons in the base layers which might be causing this error and close those polygons.
- Step 3. Purge the dxf file and delete all the extra layers provided in the drawing. Try to scrutiny again.
- Step 4. If it is still not resolved, then hide all the Sujog OBPAS layers, except base layers and other extra layers. Explode blocks present in the file and try again. Rename the file within 100 characters.
- Step 5. If the issue persists, please contact Sujog administrator

#### i) Java.lang.NullPointerException



- Please contact Sujog administrator

### 3. CAD to Pdf generation

**a) What is the CAD to PDF feature?**

**Answer:** The CAD to PDF feature enables the automatic generation of PDF files from CAD drawings, eliminating the need to upload BPL documents during application creation or rework.

**b) What happens when "Is CAD to PDF enabled" is set to YES?**

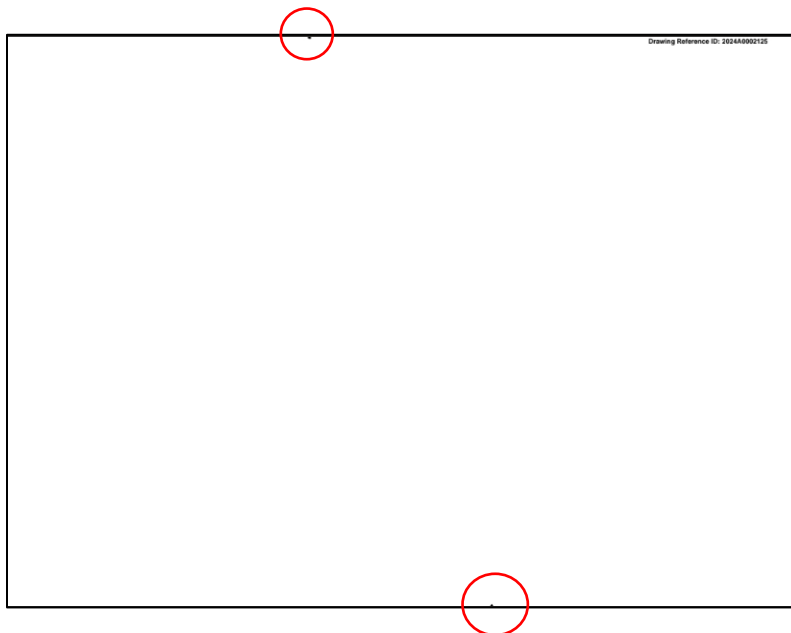
**Answer:**

- a. Base layer and OBPAS & base layer PDFs will be generated.
- b. Application creation can proceed seamlessly.

**c) What happens when "Is CAD to PDF enabled" is set to NO?**

- The scrutiny report can be viewed, but application creation cannot proceed.

**d) Why is my sheet blank?**



- If you zoom in the pdf, you might see that the sheet is visible as a small dot/extremely small.

It might be because of one of the following 2 reasons:

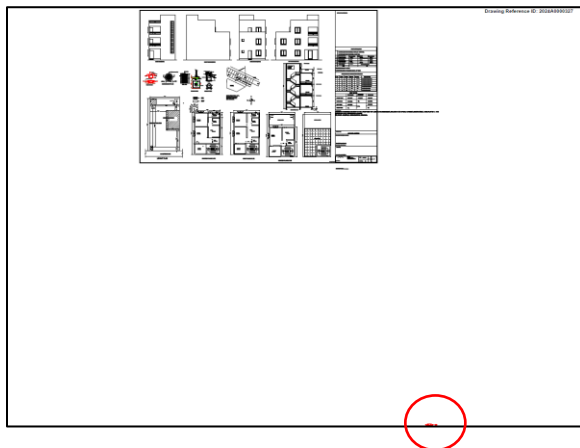
1. There could be a few OBPAS layers present outside the sheet area which do not belong to the respective Sheet.

- (i.e. all OBPAS Layers related to Site/elevation/floor plan etc. should be present within the boundary of the Site Plan Sheet/Elevation Sheet/Floor plan sheet respectively)
2. There could be drawing elements/texts/dimensions of the Base Drawing which while PDF generation is showing outside the respective sheet.
- (i.e. all components of the base layer related to Site/elevation/floor plan etc. should be present within the boundary of the Site Plan Sheet/Elevation Sheet/Floor plan sheet respectively)

Try to zoom in the sheet and identify the issue or one can try for the below solutions:

- Kindly click on blank space in AutoCAD and type (Ctrl A) once everything is selected, press shift and deselect the drawing sheet and plan info. Then delete. Once you do this the sheet is visible and all extra elements are deleted.
- Explode all the blocks in that particular base layer sheet.
- Copy only the sheet and plan info using the blue selection (Drag the mouse to the right to create a blue selection window) in AutoCAD and paste them in new file with correct units, etc and try again.

**e) Why is this component outside the sheet?**

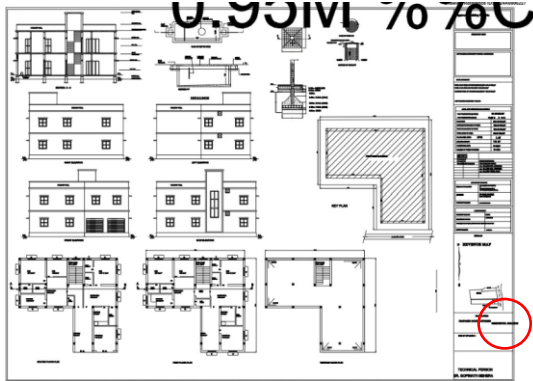


- The component might be in block, so explode it / it could be any unwanted component which can be deleted / the component is not part of the respective sheet.

**f) Why are the texts going outside the sheet?**







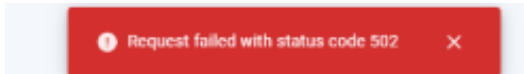
- Check that the Text box boundary should be within the sheet. If the text layers still print outside the sheet, then text might be in Mtext layer. So create single line texts and place them within the sheet. All the texts line weight should be by layer.

**g) Layers matching pattern. 'SITE\_PLAN,' are missing**

| S.No | Error Description  |
|------|--|
| 1    | Layers matching pattern: 'ELEVATION_PLAN_*.*, SECTION_PLAN_*.*, SERVICE_PLAN, ' are missing! |

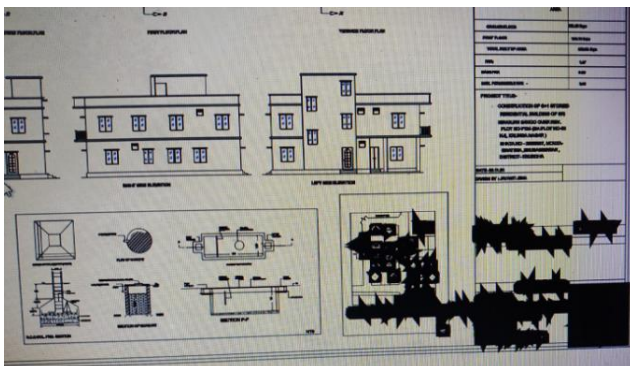
- Kindly refer to the Update Drawing Manual, Drawing Template and reference files in the SUJOG website to know more about the above layers and sheet creation.

**h) While doing scrutiny error shows Request failed with Status Code 502**




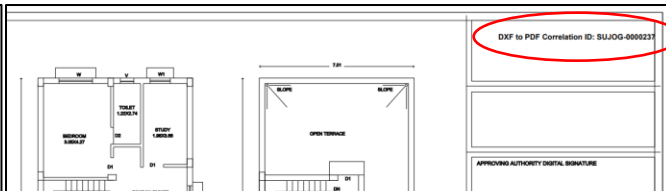
- Please rename the file within 100 characters.  
File size should be less than 30mb. Do not provide any unnecessary elements like furniture or plants etc it will increase the file size. Purge the layers if needed. Do not use commands like REGEN.

**i) Why the texts are black ?**



- All the text should have line weight as 'by layer'.

**j) Since Architects and Applicants cannot upload their Signature, Will there be any issue in Approval Process?**

|   |  |
|---|--|
| <br><b>Cutack Municipal Corporation</b><br>Form-II (Order for Grant of Permission)<br>Letter No. BP/CTC/003640, Cutack, Dated: 11/12/2024<br>Sujog-OBPS APPLICATION NO. BP-CTC-2024-12-09-023425<br><u>Drawing Reference ID. SUJOG-0000237</u> |  |
|---|--|

- As this is completely online Application without any Human Intervention, therefore both the PDFs generated is linked to the online Application which in turn is also linked to the Scrutiny Report and Permit Letter via Drawing Reference ID. As the Applicant Details and other aspects of the Ownership Details is already a part of the application therefore, Signature is not required to be uploaded.

However, if needed Architect can Raster their Signature as well as the Applicant's.

How to Raster the Image –

- First upload the signature of Architect/ Applicant in JPG/PDF format.
- Using Polyline, trace the signature.
- Finally remove all the images.

### Layers required for generation of Building Plan PDFs from CAD files

| Category                            | Mandatory Layer names   | Sheet Size |
|-------------------------------------|---|------------|
| <b>Category A</b>                   | SITE_PLAN   | A1         |
| <b>Category B (single block)</b>    | SITE_PLAN   | A1         |
| <b>Category B (multiple blocks)</b> | SITE_PLAN<br>BLK_n_FLR_n_FLOOR_PLAN   | A1         |
| <b>Category C &amp; Category D</b>  | SITE_PLAN<br>BLK_n_FLR_n_FLOOR_PLAN<br>ELEVATION_PLAN_n<br>SECTION_PLAN_n<br>SERVICE_PLAN | A0         |

### 1. Category of buildings under ODA ULBs

| Category          | Project Criteria   |
|-------------------|--|
| <b>Category A</b> | Height - Up to 10 m<br>Plot Area - up to 500 sqm<br>Excluding Special Buildings                      |
| <b>Category B</b> | Height - from 10 - 15 m<br>Plot Area - From 500 sqm - 1 Acre<br>Special Buildings Height - Upto 15 m |
| <b>Category C</b> | Height - from 15 - 30 m  |

|                   |  |
|-------------------|--|
|                   | Plot Area - From 1 Acre - 1 Hectare<br>Special Buildings Height - from 15 - 30 m             |
| <b>Category D</b> | Height - Beyond 30 m<br>Plot Area - Beyond 1 Hectare<br>Special Buildings Height - Beyond 30 |

## 2. Category of buildings under SPARIT/OTPIT ULBs

| Category          | Project Criteria  |
|-------------------|---|
| <b>Category A</b> | Height - Up to 10 m<br>Plot Area - up to 500 sqm        |
| <b>Category B</b> | Height - from 10 - 15 m<br>Plot Area – 500sqm - 0.4ha   |
| <b>Category C</b> | Height - from 15 - 30 m<br>Plot Area - From 0.4ha – 2ha |
| <b>Category D</b> | Height - Beyond 30 m<br>Plot Area - Beyond 2 Hectare    |

**Important Note:** i) All texts in the base layer should have line weight by layer.

ii) No images to be provided in the CAD file.